

# BEVERLY CHARMAINE TENNENT

QUALITY ANALYST

## EDUCATION

**ISTQB** 2024

Foundation Level Certificate

**Maharashtra State Institute  
of Hotel Management &  
Catering Technology** 2017

Bachelors in Hospitality

Last semester - pending

## SKILLS

- **Technical skills:** JavaScript basics, Git, GitHub, Postman, Jira, Agile methodologies, CI/CD basics, Shell scripting.
- **Operating Systems:** Windows, Linux & IOS.
- **Soft Skills:** Analytical thinking, Attention to detail, Effective communication.

## CONTACT

✉ bctennent@gmail.com

☎ +91 77578 35218

📍 Pune

## ABOUT ME

As a detail-oriented professional transitioning into Quality Assurance, I bring a strong foundation in software testing principles backed by my ISTQB certification. I have developed practical knowledge of HTML, CSS, and JavaScript. I am eager to join a mentorship-driven environment where I can grow into a seasoned QA professional while contributing to product excellence from day one. With my analytical mindset and dedication to continuous learning, I am ready to take this next step in my career journey.

## WORK EXPERIENCE

### LEAD GENERATION

**Usholars Study Abroad, Pune.**

Nov 24 -  
Currently working

Counsel students interested in studying abroad, understand their needs, and provide basic guidance.

### HEAD BAKER

**THE FLOUR WORKS, KALYANI NAGAR**

Feb 23 - Jan 24

Curated menu & equipment to set up a bakery, managed over 6 staff members for service, kitchen operations.

### SELF-EMPLOYED

**SPOON OF FROSTING**

Dec 21 - Jan 23

Started a niche home bakery business with gourmet, commercial & customized offerings.

### TECHNICAL SERVICE ASSOCIATE

**AMAZON INDIA**

April 21 - Oct 21

Troubleshooting customer issues with Alexa & Kindle with a good score for rapid resolution. Technical troubleshooting for Amazon Prime and Twitch.

### SR.ASSOCIATE TECH SUPPORT

**TECH MAHINDRA**

Jan 20 - Nov 20

Outbound sales for Vodafone (US)

### CUSTOMER SERVICE ASSOCIATE

**EXL SERVICES**

July 19 - Sept 19

Managed one of the first specialty coffee café in a prime locality

### PUBLIC RELATIONS MANAGER

**THE ROASTED BEAN, KOREGAON PARK**

Dec 17 - June 19

Managed one of the first specialty coffee café in a prime locality